

Mapping a process is one of the best ways to improve it.



DESCRIBING A PROCESS

I. LISTENING



Questions

Do Marriane
and Sanjay
know each
other?

What is
Marriane's
problem?



II. DIALOGUE

/'DAɪəˌlɒɡ/

And then

Finally

First

Next

Now

Sanjay: Hello, this is Sanjay.

Marianne: Hi Sanjay, this is Marianne.

Sanjay: Hey there, Marianne. What's the problem today?

Marianne: Haha ... well, actually I do have a problem. I can receive emails but I can't send them. They get stuck in my Outbox.

Sanjay: OK, I'm not in the office right now, I'm on my lunch break, but I think I can help you with that.

Marianne: Great.

Sanjay: Is your Outlook application open?

Marianne: Yes.

Sanjay: OK, good. _____¹, go to the Tools menu in Outlook.

Sanjay: _____², click on Accounts.

Marianne: OK...accounts.

Sanjay: In the list on the left, do you see the account "Cooper imap"?

Marianne: Yes, I see it.

Sanjay: OK, click on that account.

Marianne: Done.

Sanjay: _____³ look for a field called 'Outgoing server'. Read it to me.

Marianne: It says "mail.cooper.com" and there's a number.

Sanjay: What does the number say?

Marianne: 1025.

Sanjay: OK, change it to 587. _____⁴ close and open the application.

Marianne: OK. Done.

Sanjay: Good. _____⁵, click the send and receive button.

Marianne: OK, wait a second ... yay, it worked! That wasn't too complicated. So what was the problem?

Sanjay: It seems our new network was blocking the port 1025, so we simply changed it to a different port.

Marianne: I have no idea what that means but I'm glad I can use email again. Ooo ... look there's one from you.

Sanjay: Is there anything else I can help you with?

Marianne: Yes, can you get me a cafe latte on your way back from lunch?

Sanjay: Err... sure.

III. Check Understanding

What does Sanjay ask her to do to solve the problem?

What was causing the problem?

What else does Marriane want?



IV. EXAMPLE

How is wine made?

• People have been making wine for thousands of years. It is not only an art, but also a science. So, how is it made? Well, there are four main stages.

• _____, the grapes are picked by hand or mechanically. This is called '**harvesting**'.

• _____, the grapes are transported to the winery, where they are pressed into a juice called '**must**'.

1



3



4

1



3



4

_____, the must is transferred into wooden barrels and the sugar in the juice is slowly converted into alcohol. This process is called 'fermentation' and it can take anywhere from 10 days to one month or more.

_____, the wine is filtered (the hard pieces in the liquid are removed) and transferred into bottles. This is called '**bottling**'.

_____, bottling, the winemaker also has the

option to leave the wine to improve the quality. This process is called '**aging**'. Aging typically takes anywhere from 2 to 30 years.

V. Speaking

Tell how wines are made in your own words using the sequencers .

- First, ... / First of all, ...
- Next, ...
- Then, ...
- After that, ...
- Following that, ...
- Finally, ... / At the end, ...
- Before ... / After ...